

# Upskill Shropshire

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## Kickstart Scheme Case Study- Felicity Cook

Felicity is a Library Volunteer Coordinator within the Shropshire Council Libraries team

### What is your role?

My role involves looking at how branch managers and different library branches work with volunteers and how the libraries thank those volunteers. It's looking at what the libraires are planning to do once everything is fully open up again after COVID-19. I have worked on posters and promotional material and brought a different experience and knowledge to some of the others in my team due to having a different education path.

### How has the role been so far?

The job has been great and the team I work with has been lovely. In this role I have enjoyed being able to ask questions. I have also been able to work on some events in Shrewsbury, a nice change of pace from the virtual work I have been doing. Overall, I have found the role quite enjoyable.

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## **Is your role something that you see self having a career in?**

All of the jobs that I have had in my career have been very different and I've learnt what does and doesn't work for me. I have found working with the library team wonderful and I am currently looking for library jobs moving forward. If I had not taken this Kickstart placement I would not have found out that this field was an area I would want to continue to work in the foreseeable future.

## **What has your experience been like working virtually?**

I found that it is quite nice working virtually. I don't have as good a desk space as I would have in an office, but I have liked the flexibility provided by working virtually. It allows me to work at a time when I feel I am most productive. There are some ups and downs from working from home, but there aren't too many downs that can't be overcome.

## **How have you found the development sessions offered by the scheme?**

The development sessions have been helpful. I found the personality profile (DiSC) helpful and was able to ask the session leader for a follow up 1 to 1 discussion which helped flesh out the content so I could get the most out of it. This is a helpful tool for the workplace.

## **Do you have any tips/advice for future Kickstarters?**

Don't be afraid to ask questions once you are in a role. It took me a while to ask for help and, when I did, I received an understanding of what was expected of me each week. This removed my concern as to if I had forgotten any of my tasks – a prevalent issue prior to asking the question. Also you should look at the hierarchy of your team (accessible on Microsoft Teams and Skype) - this enables you to see who has the best knowledge or experience to answer a specific question and who will have the time to spare to answer a query quickly.